

PATENT
Attorney Docket No. 01-4008
Application Serial No. 10/090,522

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
	:	Customer No.: 32127
PATRICK M. PETERSON ET AL)	
	:	Examiner: Rasha S. Al Aubaidi
Application No.: 10/090,522)	
	:	Group Art Unit: 2642
Filed: March 4, 2002)	
	:	
For: SYSTEM AND METHOD FOR)	
ASSESSING A CALL CENTER	:	

Mail Stop: Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Office Action dated June 18, 2004 please amend the above-identified application as follows. The changes to the claims are reflected in the listing that begins on page 2, and the Remarks begins at page 10.

**Intellectual Property Law Group****Verizon Corporate Services Group Inc**

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To: U.S. Patent and Trademark Office – From: Christian R. Andersen
Examiner: Rasha S. AL AUBADI Sr. Paralegal – Intellectual Property
Group Art Unit: 2642

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Fax: 703-872-9306 Pages
with 17
Cover:


FORMAL SUBMISSION OF:

- 1) Amendment Transmittal; and 2) Amendment.

Title: SYSTEM AND METHOD FOR ASSESSING A CALL CENTER
Serial No. 10/090,522
Filing Date: March 4, 2002
First Named Inventor: Patrick M. PETERSON
Atty. No. 01-4008

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:


Christian R. Andersen

Date of Transmission: September 14, 2004

In re Application of:

PATRICK M. PETERSON ET AL.

Application No: 10/090,522

Filed: March 4, 2002

For: SYSTEM AND METHOD FOR ASSESSING A CALL
CENTER

Docket No. 01-4008

Customer No.: 32127

Examiner: Rasha S. Al Aubaidi

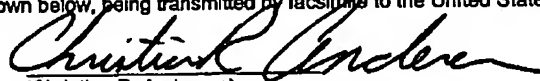
Group Art Unit: 2642

CERTIFICATE OF MAILING/TRANSMISSION (37 C.F.R. 1.8(a))

I hereby certify that this correspondence is, on the date shown below, being transmitted by facsimile to the United States Patent Office at 703-872-9314.

Dated: September 14, 2004

Signature:


(Christian R. Andersen)THE COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an Amendment in the above-identified application.

☒ No additional fee is required.

The fee has been calculated as shown below:

CLAIMS AS AMENDED						
	(2) CLAIMS REMAINING AFTER AMENDMENT		(4) HIGHEST NO. PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	RATE	ADDITIONAL FEE
TOTAL CLAIMS	* 22	MINUS	** 22	0	\$9 \$18	\$00
INDEP. CLAIMS	* 5	MINUS	*** 5	= 0	x \$43 \$86	\$00
Fee for Multiple Dependent claims \$145 ⁰ /\$290						\$-0-
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT---						\$00

- * If the entry in Column 2 is less than the entry in Column 4, write "0" in Column 5.
- ** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, write "20" in this space.
- *** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, write "3" in this space.

- ☐ Verified Statement claiming small entity status is enclosed, if not filed previously.
- ☐ A check in the amount of \$_____.00 is enclosed.
- ☐ Charge \$_____ to Deposit Account No. 07-2347. A duplicate copy of this sheet is enclosed.
- ☒ Any prior general authorization to charge an issue fee under 37 C.F.R. 1.18 to Deposit Account No. 07-2339 is hereby revoked. The Commissioner is hereby authorized to charge any additional fees under 37 C.F.R. 1.16 and 1.17 which may be required during the entire pendency of this application, or to credit any overpayment, to Deposit Account No. 07-2347. A duplicate copy of this paper is enclosed.
- ☐ A check in the amount of \$_____ to cover the fee for a _____ month extension is enclosed.
- ☐ A check in the amount of \$_____ to cover the Information Disclosure Statement fee is enclosed.

Respectfully submitted,

Joel Wall
Reg. No. 25,648



Date: September 14, 2004

c/o Christian R. Andersen
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